

CHAPTER III

RESEARCH METHOD

The research procedures are presents in this part. The researcher would like to describe several points namely: research design, research subject, data collection, procedure, and data analysis. Each section will be presented as below.

3.1 Research Design

Based on Nassaji (2015), descriptive research is used to describe a phenomenon and its characteristics as the goal of the register usage. Therefore, a descriptive research design is suitable for this research because this research design is more concerned on how the registers were used in a society or in a group.

The design of descriptive qualitative it is choosen because it is suitable with the purpose of this study that is to give a description about registers. According to Toendan (2006), this type research design is the research method that involved the way in collecting to describing existing condition. The condition means as the registers that are used by the beauty therapists for their office communication purpose.

To sum up, the descriptive qualitative research design, is a research design to find out or to describe a phenomenon that is happened in society. In this study, the registers that are used by beauty therapists will be described qualitatively in order to get the information clearly to give the description of each registers' function.

3.2 Research Subject

The subject in this study was the beauty therapists from two different skin clinic centers. 1 therapist was taken from Ms Glow and 1 therapist from ELBE Aesthetic Clinic, that both are located in Malang. The beauty therapists were became the informant that given the description and explanation about the registers. The beauty therapists were chosen by the manager of the clinic for the reason because they have been working more than 1 year. The informants were given the valid data from the clinic and the total of the registers that were used in the clinic complete with the function of the registers. In this study, the informants were taken one beauty therapist from each clinic; Ms Glow and Elbe. Then, total of the informant is three.

3.3 Data Collection

According to Ary (2010), data collection is the method to get the data or information. In collecting data, the researcher used a structured interview. The informants were being interviewed about the registers and its function systematically.

3.3.1 Technique and Instruments

The instrument needed in this study are observation and interview. The researcher do an observation first to see how the beauty therapist use the registers in the skin clinic center, after that the interview session in order to get the information from the beauty therapist and document is used for additional information.

3.3.2 Procedures

The procedures in collecting the data are:

1. Conducting the Observation
2. Interviewing the two beauty
3. Marking the register that were being used described and observation in interview session.

3.4 Data Analysis

All of the data that are provided by the beauty therapists were analyzed by detail explanation.

1. Classifying the registers found in the interview process from the beauty therapist in the skin clinic. Ms Glow and Elbe Aesthetic Clinic, Malang.
2. Describing the registers meaning and function.
3. Validating the data with the expert of sociolinguistics lecturer.
4. Drawing a conclusion based on the finding result.